

CLAIMS

1. A data acquisition, storage and delivery system, comprising a networked computing means on which is provided:
  - an acquisition agent with access to usage data from a plurality of non-like communications resources;
  - a storage agent arranged to store communications usage data from the plurality of communications resources; and
  - a delivery agent arranged to deliver communications usage data to a subscribing management system.
2. A data acquisition, storage and delivery system according to claim 1 in which the communications resources are selected from the group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers, mobile telephony and other emerging media.
3. A data acquisition, storage and delivery system according to claim 1 or claim 2 in which the usage data is retained for a configurable period of time.
4. A data acquisition, storage and delivery system according to claim 1 or claim 2 in which the usage data is retained up to a configurable data file size.
5. A data acquisition, storage and delivery system according to any one of the preceding claims in which the usage data is retained when the communications link fails.
6. A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which the usage data is delivered immediately to the subscribing management systems.

7. A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which the usage data is polled by the subscribing management systems.
8. A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which the usage data is pushed to the subscribing management systems when a threshold is reached.
9. A data acquisition, storage and delivery system according to any one of the preceding claims in which the usage data includes log files, databases, real-time status information, and/or alarms.
10. A data acquisition, storage and delivery system according to any one of the preceding claims including an at least semi-permanent data link from the network to a further communications resource.
11. A communications management system according to claim 10 in which the at least semi-permanent data link is the Internet.
12. A communications management system according to claim 10 in which the at least semi-permanent data link is a dial-up connection.